

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- and -

**IN THE MATTER OF: An Appeal of the Dispute Resolution Officer's Decision by a
customer of NOVA SCOTIA POWER INC. (NS Power) – Celine
Franz**

INFORMATION REQUESTS – Non-Confidential

To: **Nova Scotia Power Inc.**
Kathleen Murray
Regulatory Counsel
By email: Kathleen.Murray@nspower.ca

From: **Nova Scotia Energy Board**
Board Staff

Responses Due: **Wednesday, June 17, 2026**

Contact Person: **Anh Nguyen**
Analyst
Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 27th day of May 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

On April 16, 2026, NS Power provided Ms. Franz's Statement of Account that showed the first charge dated August 10, 2023, for [REDACTED]. However, the Account Usage Info from the same Attachment 1 showed the earliest meter read on October 13, 2022.

(a) Please confirm when NS Power started Ms. Franz's account at this property.

(b) What kind of meter does the property have?

(c) When was meter #2314908 installed at the property?

(d) Was the meter tested when it was first installed at the property?

i. If yes, what was the test result?

ii. If no, why not?

(e) Was the meter tested when Ms. Franz's account started at this property?

i. If yes, what was the test result?

ii. If no, why not?

(f) Did NS Power discuss a meter test with Ms. Franz at any point during her dispute with NS Power, her appeal with the DRO or her appeal with the Board?

i. If yes, what was the decision on the meter test?

ii. If no, why not?

Request IR-2:

According to the copies of Ms. Franz's bills NS Power provided to the Board on April 16, 2026, there were four estimated bills issued in June, August, October and December 2025.

(a) Please explain in detail how NS Power estimated the consumption in each of these bills?

(b) If NS Power now has access to usage data that was not available during the cyber incident, please provide Ms. Franz's actual consumption for these billing periods.

(c) Please provide a copy of Ms. Franz's April 2026 bill.

(d) What does rate code 03B in Ms. Franz's bills mean?

(e) Does the rate code affect NS Power's estimates of her consumption?

i. If yes, please explain.

ii. If no, does the rate code affect her energy charges?

1 **Request IR-3:**

2 Ms. Franz's February 2026 bill showed that her meter was read on February 6, 2026.

3

4 (a) Did NS Power read the meter in person or wirelessly that day?

5 (b) If the meter read in Ms. Franz's April 2026 bill is also a true read, was the meter read

6 wirelessly as well?